

Kentucky River District Health Department  
Policy for Same Day Scheduling  
WIC Compliance to Federal Guidelines

1. Federal Regulations – 246.7(b)(4):(4) Each local agency that does not routinely schedule appointments **shall** schedule appointments for employed adult individuals seeking to apply or reapply for participation in the WIC Program for themselves or on behalf of others so as to minimize the time such individuals are absent from the workplace due to such application.

A specific appointment time will be scheduled for working individuals who seek to apply or reapply for the WIC program. A poster will be placed at each registration area notifying clients to inform the staff if they are working individuals and that we will assist them with timely access to the program.

2. Federal Regulations – 246.7 (b)(4):(5) Each local agency shall attempt to contact each pregnant woman who misses her first appointment to apply for participation in the program in order to reschedule the appointment. At the time of initial contact, the local agency shall request an address and telephone number where the pregnant woman can be reached.

Federal Regulations – 246.7(2) *Timeframes for processing applicants.*

(i) When the local agency is not serving its maximum caseload, the local agency shall accept applications, make eligibility determinations, notify the applicants of the decisions made and, if the applicants are to be enrolled, issue food, cash-value vouchers or food instruments. All of these actions shall be accomplished within the timeframes set forth below.

(ii) The processing timeframes shall begin when the individual visits the local agency during clinic office hours to make an oral or written request for Program benefits. To ensure that accurate records are kept of the date of such requests, the local agency shall, at the time of each request, record the applicant's name, address and the date. The remainder of the information necessary to determine eligibility shall be obtained by the time of certification. Medical data taken prior to certification may be used as provided in paragraph (g)(4) of this section.

(iii) The local agency shall act on applications within the following timeframes:

(A) Special nutritional risk applicants shall be notified of their eligibility or ineligibility within 10 days of the date of the first request for Program benefits; except that State agencies may provide an extension of the notification period to a maximum of 15 days for those local agencies which make written request,

including a justification of the need for an extension. The State agency shall establish criteria for identifying categories of persons at special nutritional risk who require expedited services. At a minimum, however, these categories shall include pregnant women eligible as Priority I participants, and migrant farm workers and their family members who soon plan to leave the jurisdiction of the local agency.

(B) All other applicants shall be notified of their eligibility or ineligibility within 20 days of the date of the first request for Program benefits.

If a pregnant woman/WIC client walks in the local health department requesting WIC services the client should be seen. The participant should be informed that patients who called that morning and received an appointment will be seen first, therefore, should expect a wait period. If the client arrives by 10:30am, they will be taken in order as others that have been checked in prior. If the participant cannot stay to be seen that day, they should be told to return by 10:30am the next day. If this does not fit the participant's schedule, a specific appointment time will be given within 10 days. An appointment date must be entered in the appointment system even if the participant is coming the next day by 10:30am as there must be provisions to contact the client if the first appointment given was missed.

In addition, if the client cannot stay to be seen that day (the initial date of contact), an information sheet will be generated to obtain name, address, and phone number to insure appropriate follow up. The information sheets will be worked and/or monitored on a daily basis by a specified staff member.

The day any patient is physically in clinic requesting WIC services is the "initial date of contact". When a participant shows up for WIC, the clerical staff is responsible to check the information sheets to see if the participant has been in clinic requesting services prior to that date in order to obtain the appropriate date of initial contact. The initial date of contact must be documented in the participant's chart and the form will be filed in the chart accordingly.

If the pregnant woman/WIC participant calls for an appointment, the participant must be given a time for that day if the phone call is prior to 10:30am or told to come by 10:30am the next day. If this does not

fit her schedule, she must be given a specific appointment within 10 days. An appointment day must be entered in the system for the call-in WIC participant.

If the patient shows in clinic a second time and is unable to stay, an appointment within 10 days of the initial date of contact must be given and documented in the chart.

3. WIC and Nutrition Manual:

1. Agencies/sites shall schedule issuance to serve their caseload in a timely manner. Appointments to pick up food instruments must be scheduled so there is no lapse in benefits and should be coordinated with other services when possible. Appointments must comply with the ADMINISTRATIVE REFERENCE, VOLUME I, SECTION: LHD OPERATIONS, “APPOINTMENT AND SCHEDULING REQUIREMENTS FOR PERSONAL HEALTH SERVICES.” Refer to Certification and Management Section, “WIC PROCESSING STANDARDS AND SCHEDULING” and CASELOAD MANAGEMENT”.

The date listed on the Return to Clinic appointment cards must be seven (7) days prior to the actual date benefits start. Instructions should be given to return or call a week prior to or after the date.

Most pregnant women qualify for MNT; therefore, a specific appointment should be scheduled with the dietitian on the participant's nutrition education/follow-up WIC appointment.

## Request for WIC Services

Name \_\_\_\_\_ DOB \_\_\_\_\_

Address \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Can mail be sent to the above address? ☐ Yes ☐ No

Can calls be made to the above phone numbers? ☐ Yes ☐ No

Status: ☐ Pregnant ☐ Post Partum ☐ Breastfeeding ☐ Infant ☐ Child

I plan to return to/call clinic on \_\_\_\_\_ for WIC services.  
(return/call date must be 10 days from today's date)

### **For Health Department Use Only**

• Reason Client Did Not Stay for WIC Services: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

• Attempt to Contact: ☐ Telephone ☐ Mail ☐ Clinic

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

• Attempt to Contact: ☐ Telephone ☐ Mail ☐ Clinic

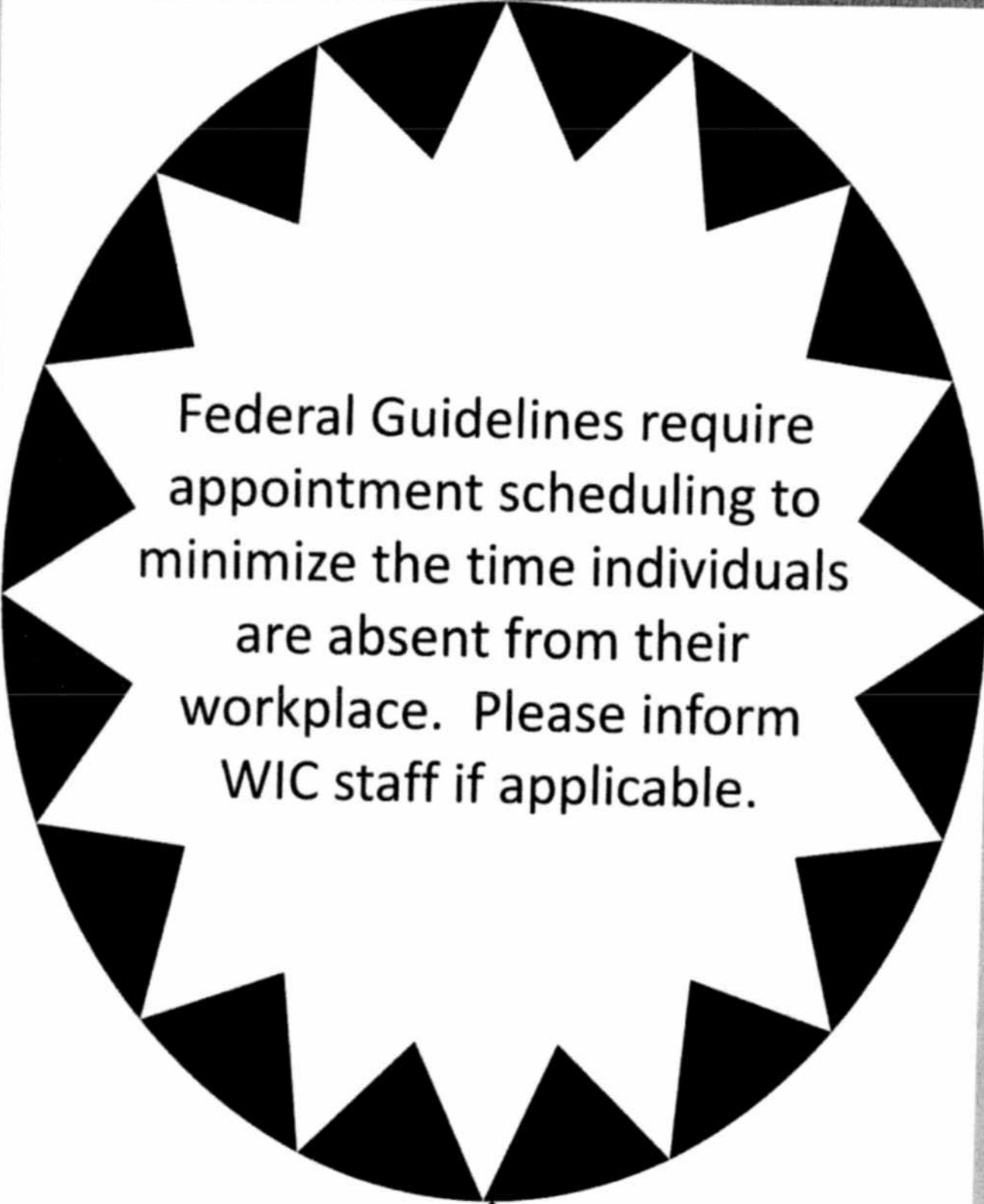
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

• Attempt to Contact: ☐ Telephone ☐ Mail ☐ Clinic

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

• Patient Returned to Clinic for WIC Services on: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



Federal Guidelines require  
appointment scheduling to  
minimize the time individuals  
are absent from their  
workplace. Please inform  
WIC staff if applicable.



**KY RIVER DISTRICT HEALTH DEPARTMENT**